



All Course Network

Expanding Opportunities

Frequently Asked Questions (FAQs) – Students and Families

How do I pre-register for courses? *Pre-registration has closed. However,* open enrollment pre-registration applications will be available by June 25 for summer 2021 (and August 23 for fall 2021, spring 2022 and year long). Any pre-registration applications submitted at this time will be approved on a rolling basis and enrolled by waitlists if/when a seat becomes available. For courses with a waitlist, new pre-registration applications will be added to the bottom of the waitlist.

What if my school counselor/designee was unable to approve my course choices before the lottery?

Students with “pending approval” status for any course choices at the time of the lottery can submit a new pre-registration application for open enrollment. They will be approved on a rolling basis and enrolled if/when a seat becomes available. For courses with a waitlist, new pre-registration applications will be added to the bottom of the waitlist.

My seat offer expired (June 20th). Now what? Once a seat expires it is filled by the waitlist. Please contact HelpEnrollRI@ride.ri.gov if you would like to pre-register for the *same* course but this time during the open enrollment period beginning June 25 for summer courses (and mid-August for fall, spring and yearlong courses).

What happens if I did not receive any seat offers? There are still MANY courses available, both for summer and the 2021-22 school year. Please use the [Family Information Tool](#) to browse for courses.

Should students use a school or personal email address to create their EnrollRI account?

Students should use a **non**-school email address so they can use the same account throughout their entire K-12 career, and so they don’t get blocked by school email filters.

Is the ACN family portal on EnrollRI available in different languages?

Yes. The tool is translated via Google translate.

How many courses can I/my student pre-register?

Students can pre-register to eight (8) courses for summer and six (6) courses each for fall, spring and two (2) for year long. However, students can only be enrolled in 2 courses at a time in the Fall and Spring and 1 course in the summer. Yearlong courses count as 1 course in the spring, and one course in the fall.

Will students who already pre-registered for yearlong or Spring ‘21 courses via Go Sign Me Up see their information in the new system?

Yes, as long as students create accounts with the same email addresses that they used in Go Sign Me up, they will see the information for Spring ‘21 in Enroll RI. These students should have also received an email from RIDE to remind them of their usernames.

Who is my school’s point of contact?

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School points of contact are usually principals for elementary schools and guidance counselors for middle and high schools. See the “Questions and Contact Information” on [RIDE’s ACN website](#) for a list of school contacts in RI.

How can I contact a course provider?

See the “Questions and Contact Information” on [RIDE’s ACN website](#) for a list of provider contacts.

Are ACN courses added to high school transcripts?

Schools and districts may vary in how they grant credit, but academic courses taken through the ACN will show up on high school or post-secondary transcripts, depending on the course. Enrichment courses are not credit-bearing. Elementary students may only take enrichment courses.

How do I see my grades for courses previously taken? Beginning Spring 2021, ACN courses were enrolled using EnrollRI. For those courses *only*, a student/parent can log into the Student Dashboard and click on “Completed Courses (2021-22)” tab. A student can view individual grades on the course cards or click on “Print Unofficial ACN Transcript” to print all recorded grades. For all other courses (previously enrolled using Go Sign Me Up), please contact ACN@ride.ri.gov.

What is the pre-registration period for enrichment courses?

For enrichment courses, the pre-registration deadline is the day before the course start date..

Will students who do not meet the prerequisites for a course be able to register for that course?

Students have to indicate that they meet the requirements for the course, so they will not be able to enroll if they do not meet the requirements.

What does it mean if a course is "asynchronous?"

If a course is asynchronous, that means that students are not required to "log in" to class at a particular time. Materials will be available online and students will be able to access it at their convenience.

If siblings/students in the same household want to take the same ACN virtual course and will be logging on using the same computer, do they both need to register for the course?

Yes, in order to ensure accurate record-keeping and distribution of materials, all students who would like to take a course must register for it in the EnrollRI system.

Do non-public school students have access to ACN opportunities?

As a result of the federal Rethink grant, limited ACN seats are available for non-public students at RIDE’s discretion and approval. Please select the appropriate "current school" designation (non-public or home schooled) when pre-registering for courses.

Who should I contact if I have questions?



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Please visit the EnrollRI website ([EnrollRI.org/acn](https://enrollri.org/acn)) or the [RIDE website](#) for more information. If you still have unanswered questions, reach out to helpenrollri@ride.ri.gov with platform/registration questions or acn@ride.ri.gov with ACN program questions.